



## **Covid-Safe Plan and Amended Policies and Procedures**

**Purpose:** To enable indoor climbing at our facilities in a way which minimises any COVID-19 related risks.

### **Elements of the Plan:**

- Policies
- Communication
- Staff management and protection
- Occupancy limits and contact management
- Hygiene protocols
- Climber management and protection
- Covid-safe Marshal

#### **1. Policies**

We have reviewed our policies and procedures, particularly those involving personal interaction.

Amended policies and procedures apply to:

- Staff absences
- Customer meet and greet
- Check-ins and check-outs
- Sales procedure
- Gear hire
- Climber inductions
- Cleaning
- The sharing of personal information with health authorities.

The amended policies and procedures are attached at the end of this plan.

#### **2. Communication**

We will ensure that all staff and visitors to our facility are fully aware of what they need to do to comply with this Covid-Safe Plan and our amended policies and procedures.

We will achieve this by:

- Staff training
- Social media posts



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- Information on our website and newsletters
- Signage at the entry to our facility
- Including important information in our meet and greet procedure
- Clear and simple signage in our facility
- Social distancing markers
- Reminders by staff

### 3. Staff management and protections

We have implemented a clear communication plan for staff, including written documents, face-to-face training and the opportunity to provide feedback.

We will ensure all staff are thoroughly trained in the implementation of this Covid-Safe Plan, including:

- New staff responsibilities and awareness
- Communication and interaction with users:
  - Customer induction and awareness-raising
  - How to handle users who do not want to comply with the new policies.
- Practicing good personal hygiene, including proper mask use
- Additional cleaning protocols
- Increased requirements for data collection from all users and staff
- Answering questions about why you have chosen certain policies and how to talk about the policy
- Cleanliness and infection risk in our facility
- Reporting any issues and assisting to fine-tune this plan
- Staying home if they develop any respiratory symptoms
- Reporting of any respiratory symptoms.

We will minimize the risks of staff cross-contamination by:

- Rostering staff in separate teams with little or no overlap
- Procedures to allow social distancing at all times
- Minimising shared equipment and tools and cleaning between users
- Online meetings or limited number of participants physically present at meetings
- Physical barriers to separate people where appropriate

We have clear communication protocols for if a staff member develops symptoms of Covid-19 including:

- What is reported.
- Who it is reported to.
- Who needs to self-isolate.



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We provide disposable masks for staff use and require staff to wear them.

### **4. Occupancy Limits and Contact Records**

Based on our floor area of over 400m<sup>2</sup>, we have an overall occupancy limit of 100. We have revised this downwards at each gym to better enable social distancing.

Group bookings by the general public are limited to a maximum of 20 people.

Each separate area of a gym has clearly signposted occupancy limits based on a maximum of 4m<sup>2</sup> per person, or less where required to enable social distancing.

Floor plans of each gym and the relevant occupancy limits are shown at each gym and available on our website.

#### Adamstown

- Main climbing room – 40 people
- Beginners wall and downstairs bouldering – 20 people
- Entry and front counter – 11 people
- Upstairs boulder loft – 8 people
- Party room – 4 people
- Upstairs training area – 8 people
- Shop area – 6 people

Revised overall occupancy limit: 97 people

#### Gosford

Temporarily closed due to stay-at-home orders.

#### Warners Bay

- Boulder area – 50
- Training area – 10
- Entry and shop – 10
- Mezzanine – 14

Revised overall occupancy limit: 84 people

Customers are encouraged to telephone the gym before coming in during busy periods, so they can see if there is space.

Customers and visitors must also both log in and log out with staff, enabling staff to easily see the gym's current occupancy rate.



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Every person entering our premises MUST check in with the Service NSW QR code. Staff can do this for visitors using the Service NSW concierge check-in form if required.

Climbers and belayers are also logged in and out in RGP, as usual.

### **5. Hygiene Protocols**

- Bubblers are closed.
- Additional cleaning of the facility by staff in accordance with the new cleaning procedure.
- Customers must wash or sanitise hands on entry to the facility and before and after each climb.
- Customers are asked to wipe down carabiners before and after use.
- Staff must wear masks.

### **6. Climber Management and Protection**

If a person is sick, experiencing symptoms of COVID-19, or has recently been in contact with a high-risk individual, or at a high-risk venue they must not enter our facility.

- Staff are trained to identify and understand symptoms
- We have a print-out of NSW hotspot venues at the front desk
- Staff are trained to ask users if they have experienced any symptoms recently
- Staff are empowered to refuse service or remove users who do not follow our hygiene protocols or display known symptoms.

All users are informed of Covid-safe practices in the facility.

We provide hand sanitising stations, disinfectant wipes, and soap and water and paper towel.

We provide liquid chalk hire as well as chalk in chalk balls in a bag.

Hire harnesses will usually be quarantined for a minimum of 48 hours after use. If a hire harness is required for use before the full 48 hours has passed, staff may sanitise the harness by wiping it down with a sanitising wipe, paying particular attention to the buckles and the tie-in loop before handing it to a customer.

Each pair of hire shoes may only be hired out once in a day. When the shoes are returned, staff must wipe down the outside of the shoe with a sanitising wipe as well as spraying the inside of the shoe. The shoes are then placed in the used shoe rack until being returned to circulation the following morning.



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We will not provide climbers with tape and will not permit finger or toe nails to be clipped or trimmed on our premises.

Customers must:

- respect physical distancing guidelines. To assist with this we have a new buddy check procedure.
- practice proper respiratory etiquette and not cough or sneeze without appropriately covering their nose and mouth.
- wear a properly fitted mask - children under 12 are exempted. All adults must wear one regardless of any medical exemptions.
- limit the number of partners that they climb with to either household members or a select few partners. Customers are encouraged to stay with the same climbing partner for the whole session when possible.
- wash or sanitise their hands on entry and before and after each route or belay
- not touch their face while climbing or without first washing or sanitising their hands
- not use loose chalk - the use of liquid chalk is permitted and we also now allow loose chalk if it is inside a chalk ball inside a chalk bag.
- wipe down carabiners with the provided disinfectant wipes before and after each climb
- wipe down any equipment used in the fitness/training areas before and after use.

### **7. Covid-Safety Marshal**

At all times when the premises are open to the public, there will be a dedicated Covid Safety Marshal who is responsible for ensuring that this Covid-safe plan is followed, especially:

- Social distancing
- Mask-wearing
- Record-keeping
- Hygiene and cleanliness.

The Covid Safety Marshal will wear a badge so that they can be easily recognised.



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### **COVID-SAFE MEET AND GREET PROCEDURE**

1. Say “hi” and ask customers to sanitise or wash hands.
2. Ask whether they are showing any respiratory symptoms or are otherwise high risk. This includes asking if they have been in a hotspot or attended any places on the current NSW Health alert list (printed out on the front desk when relevant).

If yes, politely ask them to leave and come back when safe. If no, ask them to show their Service NSW sign-in tick. If they are unable to log in with Service NSW, do it for them on the Service NSW concierge web form.

3. Then explain what we expect of them:
  - Wear a mask properly
  - Wash or sanitise their hands before and after each climb/belay
  - Practise good cough/sneeze etiquette
  - Maintain a distance of at least 1.5m from others, keep at least one rope between them and other climbers
  - Don't touch their face with hands that have not been sanitized
  - Respect the signed occupancy limits
  - Wipe down carabiners before and after use
  - Minimize the number of people they climb with
  - New buddy check for rope climbs – each individual squeeze-checks their own gear while their buddy watches, rather than squeezing their partner's gear.
  - No loose chalk – liquid chalk or a chalk ball in a chalk bag is acceptable.
  - Card payments preferred.
  - Log out on departure
  - Wipe down any gear used in the training area.
4. Log in customer in RGP and take payment as required.
5. Wipe down EFT machine before and after use.

### **COVID-SAFE GEAR HIRE PROCEDURE**

1. Sanitise hands before passing a harness or other equipment to customer.
2. Sanitise hands after touching a harness or other equipment.
3. When a harness is returned, place it in a box marked with today's date.
4. Sanitise liquid chalk bottles using a sanitizing wipe before returning them to the rack.
5. When shoes are returned, sanitise the outside of the shoe with a wipe. Spray the inside with disinfectant spray. Then place the shoe in the shoe drying rack.
6. At the end of the day, place the harness box in the upstairs storage area.



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7. The harness box can be emptied with the harnesses put back in the hire area on the morning of the third day following their use.
8. If harnesses are required before they have completed their full quarantine period, staff must wipe down each harness with a sanitizing wipe before permitting it to be used, paying particular attention to the buckles.
9. Each morning, the shoes used the previous day are to be returned into circulation.

### **COVID-SAFE SALES PROCEDURE**

1. Ask customers to wash or sanitise their hands on entry.
2. Check that the customer has logged in with Service NSW.
3. Card payments preferred. If cash payment is used, staff must sanitise their hands both before and after handling cash.
4. Wash or sanitise your hands before touching any items for sale.
5. Wash or sanitise your hands after touching any items.
6. Wipe down the EFT machine before and after each use.

### **COVID-SAFE INDUCTION PROCESS**

The usual induction process applies with the following changes:

#### **Top Rope Climbing - Adamstown**

1. Where possible, assist customers put on their harnesses without touching the customer or the harness. If it is difficult, the staff member can place a harness on themselves by way of demonstration. If doing so, sanitise hand before and after touching the harness.
2. We will not let customers place their personal items in boxes behind the front desk – encourage them to have one bag kept neatly in the pigeon holes.
3. Ask the customer to watch the induction video while standing as far away from the front desk and walkway as practical.
4. Point out the social distancing markers on the floor.
5. Ask them to sanitise their hands before demonstrating their safe falling technique.
6. Ask them to sanitise after.
7. For the rope induction, choose a rope that is far away from any other climbers. Remind the climbers that they should make sure they are well away from other climbers when choosing their climb.
8. The staff member should stand 1.5 meters away from the belayer, on the belayer's dominant side.
9. Point out the sanitizing wipes and ask the customers to wipe down the carabiners and then place the wipes in the bins provided.



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10. Explain the tie-in systems and have them practise it.
11. The belayer will lift up the lever/handle while the climber pulls the rope through to their side so the belayer can practise the belaying steps and how to put the “brakes on”.
12. For the buddy check, ask the climber to hold their rope so that the carabiners are pulled away from their body. Ask the climber to make sure their belayer is looking at their carabiners as they squeeze them, one at a time, to check they are locked. The belayer then squeezes their carabiner while the climber watches.
13. When they unclip from the system, have them wipe down the carabiners and sanitise their hands.

### **Bouldering – All gyms**

1. We will not let customers place their personal items in boxes behind the front desk – encourage them to have one bag kept neatly in the pigeon holes.
2. Ask the customer to watch the induction video while standing as far away from the front desk and walkway as practical.
3. Point out the social distancing markers on the floor.
4. Ask them to sanitise their hands before demonstrating their safe falling technique.
5. Ask them to sanitise after.

### **COVID-SAFE CUSTOMER MANAGEMENT PROTOCOL**

We take the health and safety of our staff and customer seriously. Sometimes customers will need to be reminded to do the right thing.

Staff are to politely request the customer comply with our policies and explain that the rules are there to keep everyone safe. Explain that we will be required to ask them to leave if they are breaching our policies and endangering others.

If customers consistently fail to respect our policies, staff should politely ask them to leave. They are not entitled to a refund. If they object, explain we would regretfully be required to call police if they do not leave.

#### **Potential Scenarios**

*Customer admits they are not feeling 100% well, but wants to climb anyway.*

We politely explain that our policies do not permit them to enter our premises. Explain that this is mandated by health authorities and is a condition of our gym being open. Explain we'll be happy to see them when they are feeling perfectly well.

*Customer coughs or sneezes*





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If it just happens once or twice – that's OK. If it happens repeatedly, approach the customer (stay 2m away and wear a mask). Explain it is our policy and a condition of being open that we cannot allow people on the premises who are unwell or showing respiratory symptoms. Offer a refund and politely request that they leave.

If they object and say that they have hayfever/asthma/emphysema politely ask that they see their doctor and return when their symptoms are under control.

Once they leave, put on disposable gloves and wipe down any equipment they may have touched.

*Customer hugs/high fives or otherwise disrespects the 1.5 m rule*

Politely remind the customer that they must maintain 1.5m distance when possible. After a second reminder, explain that it is a condition of our opening and that if they are unable to maintain a safe distance, we are unable to have them in our facility. If they continue to get too close, politely ask them to leave.

### **COVID-SAFE ADDITIONAL CLEANING PROCEDURE**

Wear disposable gloves to clean. Dispose of them when finished. Use Biosurge and paper towel, or sanitizing wipes from the wipes buckets.

On opening staff must wipe down:

- Both computers' keyboard and mouse
- The telephone.

Before and after each use staff must wipe down:

- i-Pads
- EFT machine
- Telephone

Every two hours, staff must wipe down:

- The front desk
- All benches
- The water dispenser
- All door handles and push surfaces on all doors
- Barcode scanners
- Computers and telephone
- Hand rails
- Taps



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Every two hours, staff must check supplies of:

- Sanitising wipes
- Hand sanitiser
- Soap
- Paper towel

At each staff change, staff must wipe down:

- The front desk
- Computers
- Scanners
- Telephone

Before closing staff must:

- Wet mop the bouldering mats with disinfectant
- Wipe down light and fan switches
- Wipe down the kitchen bench, sink and microwave.

### **COVID-SAFE STAFF SHIFTS**

Managers will try to roster so that staff work regular shifts with the same work mates in teams and to minimize cross-over between staff teams.

Staff must contact their manager ASAP if they:

- Have a fever, cough or sore throat
- Have been in contact with someone who has tested positive from Covid-19
- Are awaiting their result from a Covid-19 test
- Otherwise suspect they may have Covid-19.

The manager will seek and follow advice from health authorities if they suspect or know a staff member may have Covid-19.

The manager will cancel their shifts until the staff member returns a negative Covid-19 test and is feeling 100%.